



Systems Back-up for MFP Participants

MFP TA Call

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MFP Quality Requirements

- Have a Quality Management Strategy consistent with the 1915c Appendix H requirements
- Have a 24-hour back-up system and monitor its use and effectiveness
- Implement and monitor risk assessment and mitigation process for all program participants
- Have an incident management system and use it to monitor Health and Welfare of participants on an on-going basis
- Address each in your Operational Protocol

What does “back-up” include?

- Individual back-up
 - Addressed via risk assessment and mitigation in care planning process
- Systems back-up
 - 24/7 back-up for situations with health and safety implications
 - Focus of this call

Operational Protocol Addendum on Back-up

- What are the state's **processes** for ensuring a 24-hour back-up system (which must be operational on the first day MFP participants are transitioned) is available for when services needed to safeguard health and well-being are not available?
 - In place 24/7
 - In place for all critical health or supportive services/providers
- Which entity will be responsible for backup for which services? Will responsibility for some services be delegated to local entities?
- What will those responsible for providing back-up do to fill in for services needed to prevent endangerment of MFP participants' health and safety?
 - More than just a phone number that refers callers to local 911

Operational Protocol Addendum on Back-up (con.)

- Back-up strategies differ by population groups?
- How are participants informed about the back-up system?
- What is the state's plan for **monitoring** its back-up system, i.e. how will the state know that the back-up system works as intended?)
 - Plans for monitoring responsiveness and timeliness to consumer calls
 - Responsible for receiving reports, analyzing them, acting upon them if remediation/improvement is warranted
 - Differences across populations, if applicable

Operational Protocol Review Criteria

- *Describes which State or local agencies are responsible for providing 24-7 back-up in all areas in which MFP program will operate -- and for each target group if it varies.*
- *Describes how State agency will:*
 - *1) monitor responsiveness and timeliness of local agencies to consumer calls, and*
 - *2) track and document the number and type of participants requests for critical back-up.*
- *Includes back-up agencies, phone numbers, and contact names in MFP participant/ consumer information materials.*

Quality Presentation to MFP Directors on 9/27/07

- What will be the back-up system for when services that directly affect health, welfare, and safety are not available?
 - Must be in place 24/7
 - Must be in place for all services/providers
 - Direct service workers
 - Transportation
 - Equipment repair/replacement
 - Other critical health or supportive services
 - Which entity will be responsible for backup for which services?
 - Are back-up systems different for differing target groups?
- How will you know that the back-up system works as intended?
 - Plans for monitoring responsiveness and timeliness with respect to consumer calls
 - Track and document the number and type of participants' requests for critical back-up

Components of a Comprehensive Back-up System

- Access
 - Participants know whom to contact for back-up
 - Clear information disseminated to all participants
 - May be one central contact or several regional contacts
 - May be service-specific
- Availability
 - Able to reach a live person 24 hours/day, 7 days/week
 - May be different contacts during business and non-business hours

Components of a Comprehensive Back-up System (con.)

- **Resources**

- Contact personnel have access to resources that enable them to meet needs for critical services and supports
- May involve separate contracts with provider agencies and others to provide back-up upon request

- **Comprehensive**

- All MFP populations
- All services
 - Direct care providers
 - Equipment repair and rental
 - Transportation
 - Healthcare
- All service-delivery modalities
 - Participant-directed and agency model

Components of Comprehensive Back-up System

- Monitoring and Feedback
 - State gathers and reviews information on:
 - Numbers and types of requests for using back-up systems
 - Appropriateness and timeliness of resolutions

State Examples

- Examples of comprehensive back-up systems are limited
 - Essentially a new CMS requirement
- New Hampshire's Developmental Disabilities System
 - Provider agencies contractually obligated to provide case management services 24 hours/day, 7 days a week
 - Rotating responsibility for responding to off-hours requests
 - Case managers have access to client-level information to facilitate problem-solving and accessing resources

State Examples (con.)

- Maryland's Independence Plus waiver
 - Two-tiered back-up system
 - Both tiers must fail before accessing toll-free number
 - Need to address concerns of family members when planning transitions
 - Robust, well-defined back-up is one way to address these concerns

State Examples (con.)

- Florida's 1115 Waivers: a four-tiered system
 - Consumer's emergency backups for critical services incorporated into the purchasing plan
 - Informal network of family and friends
 - Enrolled Medicaid provider network
 - Extreme emergency
- Arkansas' proposed MFP back-up
 - Agency-level back-up required
 - 24-hour 800 number as a demonstration service
 - Calls to 800 number will generate an incident report
 - Additional data on back-up use gathered from case managers and participants

Accessing Quality TA for MFP

- Needs Assessment
 - To be completed over the next month
 - Conference call with Thomson Healthcare staff
- If you need TA in Quality before the Needs Assessment
 - Quality Operational Protocols especially
 - Contact Beth Jackson, Thomson Healthcare
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